

STATE OF MAINE
PUBLIC UTILITIES COMMISSION

Docket No. 2002-445

August 21, 2002

PUBLIC UTILITIES COMMISSION
Mid-Period Review of Central Maine Power
Company's "ARP 2000" Service Quality
Indices

NOTICE OF
INVESTIGATION

WELCH, Chairman; NUGENT and DIAMOND, Commissioners

I. SUMMARY

By way of this Notice, we initiate the Service Quality Index (SQI) Mid-Period Review investigation contemplated in Central Maine Power Company's ARP 2000 rate plan. As discussed below, we initiate this investigation at this early stage to provide the parties with an adequate opportunity to work collaboratively and attempt to resolve any issues surrounding service quality performance and measurement under ARP 2000 by agreement rather than full litigation.

II. SCOPE OF INVESTIGATION

On November 16, 2000, the Commission approved a stipulation entered into between Central Maine Power Company ("CMP" or "Company") and the Office of the Public Advocate ("OPA") which approved a new Alternative Rate Plan (ARP 2000) for CMP. Similar to other alternative rate plans we have approved, ARP 2000 contains an SQI component. The ARP 2000 SQI establishes service quality and reliability standards for eight criteria and provides for penalties should CMP fail to meet the established criteria in any calendar year during the ARP.

ARP 2000 calls for a SQI Mid-Period Review which provides that, on or before June 1, 2003, any party may request that the Commission modify or add to CMP's service quality indices to be effective January 1, 2004. The MPUC Complaint Ratio and the Call Center Service Quality indicators were specifically targeted by the parties to the ARP 2000 Stipulation for replacement during the mid-period review. The parties to the Stipulation agreed to work collaboratively with the Commission Staff to develop a new indicator or indicators that would replace these targeted indicators. If the parties reach agreement on this new indicator, it would take effect on January 1, 2004, assuming Commission approval.

To ensure that all the parties have an opportunity to pursue the collaborative effort contemplated in the ARP 2000 Stipulation and to present any unresolved issues to the Commission in sufficient time for implementation on January 1, 2004, we initiate the Mid-Period Review investigation at this time.

III. INTERVENTION

Because modification of CMP's SQI is the subject of this investigation, CMP is hereby made a party at the outset of the proceeding. Any other person desiring to participate in this matter as a party must file a petition to intervene in accordance with Section 722 of the Commission's Rules of Practice and Procedure no later than **September 6, 2002**. Objections to petitions to intervene must be made by the initial case conference scheduled below.

IV. CASE CONFERENCE

The initial case conference in this matter has been scheduled for **September 12, 2002 at 1:30 p.m.** in the Commission's Hearing Room.

V. SERVICE OF NOTICE

A copy of this Notice shall be served on all parties and interested persons in Docket Nos. 99-666 and 2001-232.

Dated at Augusta, Maine, this 21st day of August, 2002.

BY ORDER OF THE COMMISSION

Dennis L. Keschl
Administrative Director

COMMISSIONERS VOTING FOR: Nugent
 Diamond

COMMISSIONER ABSENT: Welch